Company Name:	pany Name: The Volcano Telephone Co.				1019	Report Year:	2020
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	Reporti	ng Unit Name:	Total Company	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarte		Date filed (08/15/2020) 2nd Quarter				Date filed (11/15/2020 3rd Quarte			Date filed (02/15/2021 4th Quarte	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days	46	56	74	80	49	61	92	113	78			
	standard = 5 bus. days	Total # of service orders		50	61	79	47	64	85	105	73			
IVIII I.	Standard = 5 bus. days	Avg. # of business days	1.2	1.1	1.2	1.0	1.0	1.0	1.1	1.1	1.1			
		Total # of installation commitments		324	227	238	236	270	306	347	387			
Inst	allation Commitment	Total # of installation commitment met	325	324	227	238	236	270	306	347	387			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cus	tomers	Acct # for voice or bundle, res+bus	8975	8952	8936	8949	8938	9001	9047	9040	9078			
	tomer Trouble Report													
25.0	'	Total # of working lines	9427	9406	9439	9523	9539	9546	9483	9515	9546			
	6% (6 per 100 working lines for units	Total # of trouble reports	109	66	90	81	84	126	132	97	95			
5	da	% of trouble reports	0.012	0.007	0.010	0.009	0.009	0.013	0.014	0.010	0.010			
da		Total # of working lines												
펿	8% (8 per 100 working lines for units	Total # of trouble reports												
Min. St	w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines												
2	10% (10 per 100 working lines for	Total # of trouble reports												
	units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	10	14	31	25	23	26	22	19	14			
		Total # of repair tickets restored in < 24hrs	8	13	29	25	23	26	21	19	13			
	ısted	% of repair tickets restored ≤ 24 Hours	80%	93%	94%	100%	100%	100%	96%	100%	93%			
	of Service Report	Sum of the duration of all outages (hh:mm)	125.87	204.29	308.56	241.96	202.04	188.24	203.13	194.53	171.45			
Min.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	12.59	14.59	9.95	9.68	8.78	7.24	9.23	10.24	12.25			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	10	14	31	25	23	26	22	19	14			
Una	djusted	Total # of all repair tickets restored in < 24hr		12	29	25	21	24	21	17	11			
Out	of Service Report	% of all repair tickets restored < 24 Hours	70%	86%	94%	100%	92%	93%	96%	90%	79%			
	•	Sum of the duration of all outages (hh:mm)	149.87	228.29	332.56	241.96	274.04	236.24	227.13	242.53	243.45			
		Avg. unadjusted outage duration (hh:mm)	14.99	16.31	10.73	9.68	11.91	9.09	10.32	12.76	17.39			
Dof:	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
Refl	inus	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Anc	war Time (Trouble Benerte Billing 9													
	wer Time (Trouble Reports, Billing &	Total # of calls for TR, Billing & Non-Billing												
	-Billing) Min. standard = 80% of calls ≤	Total # of call seconds to reach live agent												
	econds to reach live agent (w/ a menu on to reach live agent)	% ≤ 60 seconds												
ODTIC	on to reach live agent)													

Primary Utility Contact Information

Name: Bonnie Burris Phone: (209) 296-1435 Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Volcano Telephone Co.			U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportin	g Unit Name:	Kirkwood 258	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarter	,		Date filed 08/15/2020 2nd Quarte	,		Date filed (11/15/2020 3rd Quarte	,		Date filed (02/15/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	. H. et L. et L	Total # of business days	3	1	9	4	2	7	13	8	6				
	allation Interval	Total # of service orders	3	1	4	5	2	8	10	8	4				
win.	standard = 5 bus. days	Avg. # of business days	1.0	1.0	2.3	0.8	1.0	0.9	1.3	1.0	1.5				
		Total # of installation commitments	16	5	23	24	49	92	19	27	23				
Installation Commitment		Total # of installation commitment met	16	5	23	24	49	92	19	27	23				
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0				
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%				
Cus	tomers	Acct # for voice or bundle, res+bus	715	710	710	696	619	640	685	693	709				
Cus	tomer Trouble Report														
	6% (6 per 100 working lines for units	Total # of working lines													
_	` '	Total # of trouble reports													
ard	w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports													
υğ		Total # of working lines													
itai		Total # of trouble reports													
		% of trouble reports													
Min.	10% (10 per 100 working lines for	Total # of working lines	713	712	713	710	716	724	721	731	730				
_	units w/ ≤ 1,000 lines)	Total # of trouble reports	13	5	0	0	0	9	15	6	5				
	units w/ = 1,000 intes)	% of trouble reports	0.018	0.007	0.000	0.000	0.000	0.012	0.021	0.008	0.007				
		Total # of outage report tickets	0	0	0	0	0	1	3	1	2				
۸diı	usted	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	1	3	1	2				
•	of Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000	0.000	0.000	1.000				
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	6.64				
IVIII I.	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	3.32				
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No				
		Total # of unadjusted outage report tickets	0	0	0	0	0	1	3	1	2				
	djusted	Total # of all repair tickets restored in ≤ 24hrs		0	0	0	0	1	3	1	1				
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.000	0.000	0.000	0.000	1.000	1.000	1.000	0.500				
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	28.40	13.82	54.64				
		Avg. unadjusted outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	12.07	9.47	13.82	27.32				
Refu		Number of customers who received refunds	0	0	0	0	0	0	0	0	0				
	undo	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00				
Δne	wer Time (Trouble Reports, Billing &														
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing													
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent													
	on to reach live agent)	% ≤ 60 seconds													
Optil	on to reach live agent)														

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Emails hannigh@valeanatal.com
Name: Bonnie Burris	Pnone: (209) 296-1435	Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Volcano Telephone Co.			U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reporting	Unit Name:	Pine Grove 296	

	Measurement (Compile	e monthly, file quarterly)		Date filed (05/15/2020 1st Quarter	,		Date filed (08/15/2020 2nd Quarte	,		Date filed (11/15/2020 3rd Quarter	,		Date filed (02/15/2021) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	10	28	27	25	22	17	27	34	31			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	9	26	23	24	16	19	28	32	29			
		Avg. # of business days	1.1	1.1	1.2	1.0	1.4	0.9	1.0	1.1	1.1			
		Total # of installation commitments	94	115	73	89	52	67	110	110	124			
Insta	allation Commitment	Total # of installation commitment met	94	115	73	89	52	67	110	110	124			
Min.	standard = 95% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Cus	tomers	Acct # for voice or bundle, res+bus	3272	3271	3260	3273	3293	3294	3288	3286	3290			
Cus	tomer Trouble Report													
	6% (6 per 100 working lines for units	Total # of working lines	3557	3544	3559	3608	3605	3602	3565	3569	3567			
	` .	Total # of trouble reports	42	29	35	29	36	57	32	29	48			
ard	8% (8 per 100 working lines for units	% of trouble reports	0.012	0.008	0.010	0.008	0.010	0.016	0.009	0.008	0.013			
ğ		Total # of working lines												
ţai		Total # of trouble reports												
	w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
_	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ ≥ 1,000 intes)	% of trouble reports												
		Total # of outage report tickets	3	4	8	9	11	11	5	5	6			
۸diı	usted	Total # of repair tickets restored in ≤ 24hrs	3	4	8	9	11	11	5	5	6			
•	of Service Report	% of repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000	1.000			
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	45.55	72.78	33.87	50.61	74.35	59.87	46.72	43.27	59.58			
IVIII I.	Standard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	15.18	18.20	4.23	5.62	6.76	5.44	9.34	8.65	9.93			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	3	4	8	9	11	11	5	5	6			
	djusted	Total # of all repair tickets restored in ≤ 24hrs		4	8	9	10	9	5	3	6			
Out	of Service Report	% of all repair tickets restored ≤ 24 Hours	1.000	1.000	1.000	1.000	0.909	0.818	1.000	0.600	1.000			
		Sum of the duration of all outages (hh:mm)	45.55	72.78	57.87	50.61	98.35	107.87	46.72	91.27	59.58			
		Avg. unadjusted outage duration (hh:mm)	15.18	18.20	7.23	5.62	8.94	9.81	9.34	18.25	9.93			
Refi	unds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
	undo	Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Δne	wer Time (Trouble Reports, Billing &													
	-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	econds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
	on to reach live agent)	% ≤ 60 seconds												
opul	on to readilitive agenty	1												

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Volcano Telephone Co.			U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportin	g Unit Name:	Pioneer 295	

•	Measurement (Compile	Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 4th Quarter			
ı			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Install	lation Interval	Total # of business days	25	16	24	25	13	24	35	49	27			
	tandard = 5 bus. days	Total # of service orders	21	13	23	25	17	24	32	46	27			
IVIIII. SI	landard = 5 bus. days	Avg. # of business days	1.2	1.2	1.0	1.0	0.8	1.0	1.1	1.1	1.0			
		Total # of installation commitments	127	124	93	76	95	76	110	127	157			
Install	lation Commitment	Total # of installation commitment met	127	124	93	76	95	76	110	127	157			
Min. standard = 95% commitment met		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
ı		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
Custo	omers	Acct # for voice or bundle, res+bus	3393	3384	3382	3392	3412	3445	3454	3447	3455			
Custor	mer Trouble Report													
1	6% (6 per 100 working lines for units	Total # of working lines	3491	3486	3497	3509	3517	3521	3508	3516	3541			
		Total # of trouble reports	24	21	37	34	32	43	54	44	28			
l ar L	w/≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	% of trouble reports	0.007	0.006	0.011	0.010	0.009	0.012	0.015	0.013	0.008			
힐		Total # of working lines												i
<u>.</u>	Total # of trouble reports												i	
	W/ 1,001 2,000 II/C3/	% of trouble reports												
	10% (10 per 100 working lines for	Total # of working lines												
	units w/ ≤ 1,000 lines)	Total # of trouble reports												
	units w/ = 1,000 inics)	% of trouble reports												
ı		Total # of outage report tickets	0	6	14	10	10	9	8	7	5			
Adjus	ted	Total # of repair tickets restored in ≤ 24hrs	0	5	14	10	10	9	7	7	4			
	f Service Report	% of repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800			
	tandard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	75.94	80.72	99.65			
IVIII I. 51	tandard = 90 /6 Within 24 ms	Avg. outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	9.49	11.53	19.93			
<u> </u>		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			<u> </u>
ı		Total # of unadjusted outage report tickets	0	6	14	10	10	9	8	7	5			
Unadj		Total # of all repair tickets restored in ≤ 24hrs		5	14	10	10	9	7	7	4			
Out of	f Service Report	% of all repair tickets restored ≤ 24 Hours	0.000	0.833	1.000	1.000	1.000	1.000	0.875	1.000	0.800			
ı		Sum of the duration of all outages (hh:mm)	0.00	109.69	187.04	106.05	100.95	68.08	99.94	80.72	99.65			
L		Avg. unadjusted outage duration (hh:mm)	0.00	18.28	13.36	10.61	10.10	7.56	12.49	11.53	19.93			
Refun	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Δnsw	er Time (Trouble Reports, Billing &	T												
	Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing												
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent												
	to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Company Name:	The Volcano Telephone Co.			U#:	1019	Report Year:	2020
Reporting Unit Type:	☐ Total Company	☑ Exchange	☐ Wire Center	Reportin	ng Unit Name:	West Point 293	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2020) 1st Quarter			Date filed (08/15/2020) 2nd Quarter			Date filed (11/15/2020) 3rd Quarter			Date filed (02/15/2021) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
In stallation into mal		Total # of business days	8	11	14	26	12	13	17	22	14			
Installation Interval Min. standard = 5 bus. days		Total # of service orders	7	10	11	25	12	13	15	19	13			
		Avg. # of business days	1.1	1.1	1.3	1.0	1.0	1.0	1.1	1.2	1.1			
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	88	80	38	49	40	35	67	83	83			
		Total # of installation commitment met	88	80	38	49	40	35	67	83	83			
		Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%			
		Acct # for voice or bundle, res+bus	1595	1587	1584	1588	1614	1622	1620	1614	1624			
Customer Trouble Report														
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
ard		% of trouble reports												
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1666	1664	1670	1696	1701	1699	1689	1699	1708			
ita		Total # of trouble reports	30	11	18	18	16	17	31	18	14			
		% of trouble reports	0.018	0.007	0.011	0.011	0.009	0.010	0.018	0.011	0.008			
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
_		Total # of trouble reports												
		% of trouble reports												
	istad	Total # of outage report tickets	7	4	9	6	2	5	6	6	1			
Λdin		Total # of repair tickets restored in ≤ 24hrs	5	4	7	6	2	5	6	6	1			
Adjusted Out of Service Report		% of repair tickets restored ≤ 24 Hours	0.714	1.000	0.778	1.000	1.000	1.000	1.000	1.000	1.000			
	•	Sum of the duration of all outages (hh:mm)	80.32	21.82	87.65	85.30	26.74	48.22	52.07	56.72	5.58			
		Avg. outage duration (hh:mm)	11.47	5.46	9.74	14.22	13.37	9.64	8.68	9.45	5.58			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	7	4	9	6	2	5	6	6	1			
		Total # of all repair tickets restored in ≤ 24hrs		3	7	6	1	5	6	6	0			
		% of all repair tickets restored ≤ 24 Hours	0.571	0.750	0.778	1.000	0.500	1.000	1.000	1.000	0.000			
		Sum of the duration of all outages (hh:mm)	104.32	45.82	87.65	85.30	74.74	48.22	52.07	56.72	29.58			
		Avg. unadjusted outage duration (hh:mm)	14.90	11.46	9.74	14.22	37.37	9.64	8.68	9.45	29.58			
		Number of customers who received refunds	0	0	0	0	0	0	0	0	0			
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
Δηςν	ver Time (Trouble Reports, Billing & Non													
Allswer Time (Trouble Reports, Billing & NC Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu loption to reach live agent)		Total # of calls for TR, Billing & Non-Billing												
		Total # of call seconds to reach live agent												
		% ≤ 60 seconds												

Primary Utility Contact Information

Name: Bonnie Burris	Phone: (209) 296-1435	Email: bonnieb@volcanotel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)